




STATE OF NEW MEXICO  
**Human Services Department**  
**Governor Michelle Lujan Grisham**  
David R. Scrase, M.D., Cabinet Secretary  
Angela Medrano, Deputy Cabinet Secretary  
Kari Armijo, Deputy Cabinet Secretary  
Karmela Martinez, Director ISD

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## General Information Memorandum

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**ISD-GI 22-17**

**TO:** ISD Employees  
**FROM:** Karmela Martinez, Director, Income Support Division   
**DATE:** June 15, 2022  
**RE:** FFY 2022 SNAP Performance Report-Fourth

Attached please find the fourth issue of the Supplemental Nutrition Assistance Program (SNAP) Performance Report for FFY 2022. This report includes all Quality Control (QC) findings received for the review months of October 2021 through January 2022. Additional data included in this report is the recertification timeliness.

The FFY 2022 Performance Goals for the state are:

- Cumulative Payment Error Rate of 6% or better (Payment Accuracy 94%)
- Cumulative Negative Error Rate of 1% (Case and Procedural Error Rate (CAPER) of 99%)
- Expedite and Non-Expedite application processing timeliness of 95%

In lieu of the mandatory reviews, Supervisors are required to complete the reviews returned by the Accuracy Improvement team, as well as the ROM's requirement to review five Pre-disposition SNAP cases and two SNAP denials. These reviews should be reviewed within three business days.

If there are any questions or comments, please contact Carolyn Craven, of the Quality Assessment Bureau, at 827-7224 or e-mail at [Carolyn.Craven@state.nm.us](mailto:Carolyn.Craven@state.nm.us).

Attachment: Fourth SNAP Performance Report for FFY 2022

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**Human Services Department/ Income Support Division PO Box 2348 – Santa Fe, NM 87504**  
**Fax: (505) 827-7203**



# SNAP PERFORMANCE REPORT

**Fourth Edition**

**Federal Fiscal Year 2022**

Quality Control Review Findings  
October 2021-January 2022

Issued by:  
Quality Improvement Section  
Quality Assessment Bureau, New Mexico Human Services Department

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# SNAP Performance Report

## SNAP Performance Report: Fourth Edition




This Supplemental Nutrition Assistance Program (SNAP) Performance Report for Federal Fiscal Year (FFY) 2021 includes all Quality Control (QC) findings received for the review months of **October 2021 to January 2022**.

## State Performance Goals

The State reports on three areas and is evaluated by the United States Department of Agriculture (USDA) Food and Nutrition Service (FNS) on these areas:

- **Payment Accuracy**
- **Case and Procedural Error Rate (CAPER)**
- **SNAP Timeliness for Expedite and Non-Expedite**

For FFY 2022, the State Performance Goals are as follows:

<p><b><u>Payment Accuracy</u></b></p>  <p><b>A cumulative error rate of 6% or better for a payment accuracy of 94% or better.</b></p>	<p><b><u>CAPER</u></b></p>  <p><b>A cumulative negative error rate of 1% or better for a CAPER accuracy of 99% or better.</b></p>	<p><b><u>SNAP Timeliness</u></b></p>  <p><b>A timeliness rate of 95% or better for SNAP Expedite and Non-Expedite.</b></p>
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The Payment Error Rate is figured from the QC Positive Sample cases for the review month, which are the cases actively receiving SNAP benefits. QC reviews the last action taken on the case to certify the eligibility, which could be an Application, Interim Report, or Recertification.

The CAPER Error Rate is figured from the QC Negative Sample cases for the review month, which are SNAP cases that were denied or terminated during the review month. QC reviews the last action taken to deny/terminate eligibility. The CAPER rate reviews the caseworker action and notices sent to the household. If a notice is not clear and concise and/or does not match the case record, the case is found in error even if the action to deny the case was correct.

# Payment Accuracy

## State Cumulative Payment Error Rate

The cumulative rates are the ongoing totals and averages taken from the total QC reviews for the fiscal year. These totals contain reviews from the months of **October 2021 to January 2022**.

### Ineligible Benefits

\$1,650 (1.59%) was incorrectly issued to recipients who were not eligible to receive SNAP benefits.

### Total Error Amount

\$12,848 was incorrectly issued to recipients and is a combination of overpaid, underpaid, and ineligible benefits. This is based on the total cases reviewed by QC and the \$104,014 total benefits issued within those cases.

**12.35%**  
Payment  
Error Rate

### Underpaid Benefits

\$888 (0.85%) was not appropriately issued to recipients who were eligible to receive a higher amount in SNAP benefits.

### Overpaid Benefits

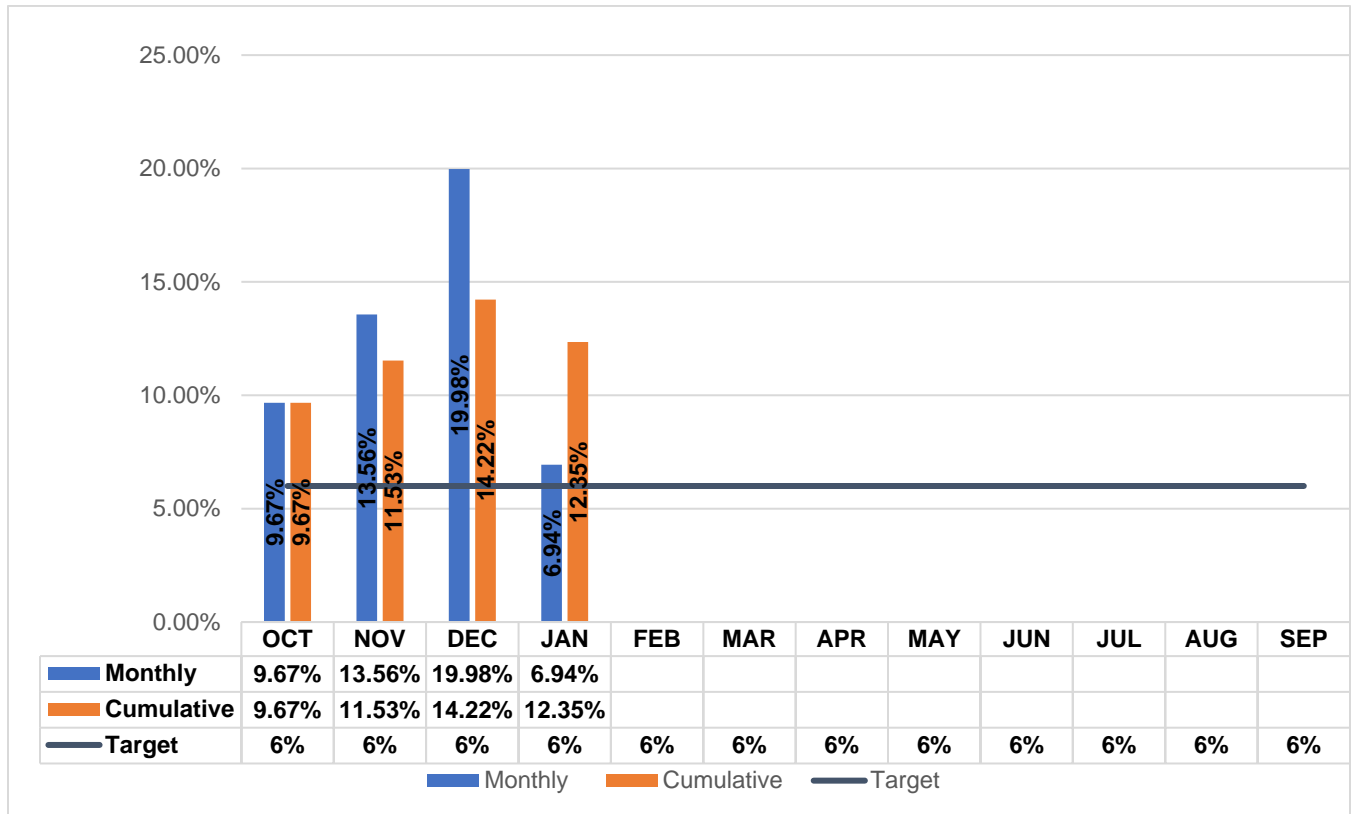
\$10,310 (9.91%) was incorrectly issued to recipients who were eligible for a lesser amount in SNAP benefits.

### Cumulative Totals - October 2021- January 2022

<b>Total Benefits Paid in QC Sample</b>	<b>\$104,014</b>
<b>Total Error Amount in QC Sample</b>	<b>\$12,848</b>
<b>Total Cases Reviewed by QC</b>	<b>320</b>
Total Cases with Errors	45
Total Correct Cases	275
Total Cases with Overpaid Benefits	37
Total Cases with Underpaid Benefits	6
Total Cases with Ineligible Benefits	2
Cases Dropped (In Sample, not Reviewed by QC)	72

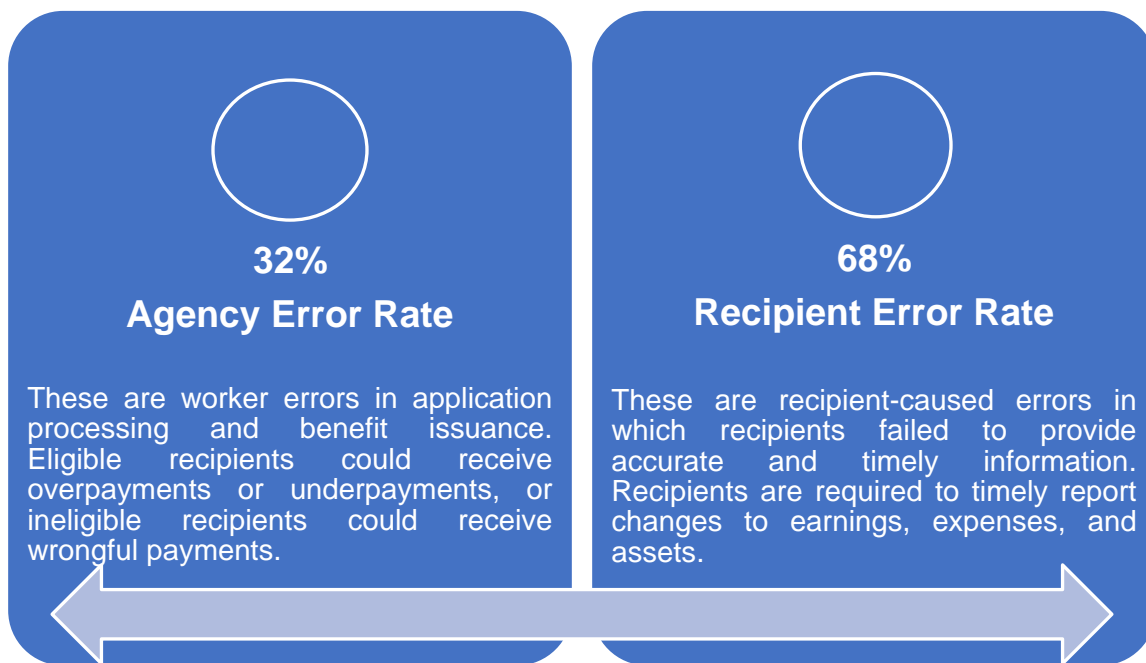
# FFY 2022 State Payment Error Rates

Monthly vs. Cumulative Error Rates



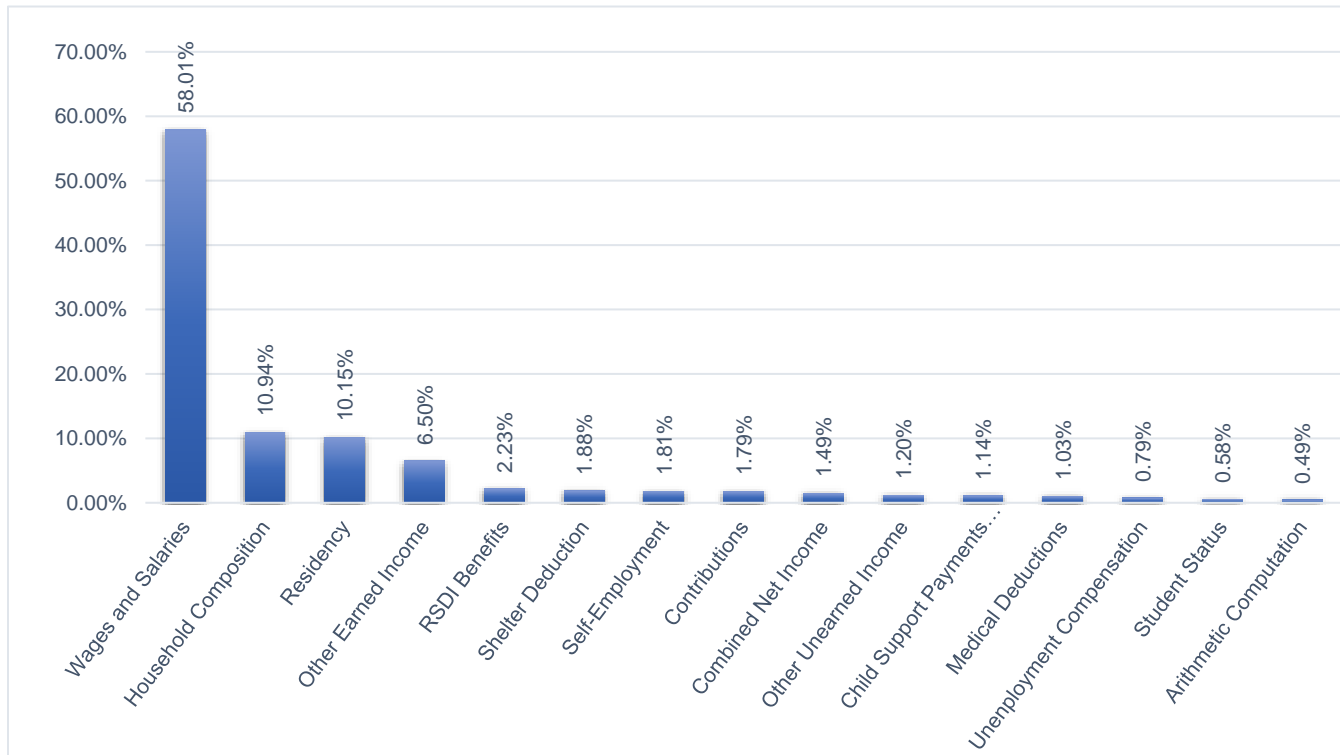
Monthly totals are for the individual review month, cumulative totals are the totals of all months ongoing added together.

## Are they Agency or Recipient Errors?



## FFY 2022 SNAP Error Trends – Cumulative Totals

Cumulative Totals - October 2021- January 2022		
Error Element	Error Amount	Error Percentage
Wages and Salaries	\$7,453	58.01%
Household Composition	\$1,405	10.94%
Residency	\$1,304	10.15%
Other Earned Income	\$835	6.50%
RSDI Benefits	\$286	2.23%
Shelter Deduction	\$241	1.88%
Self-Employment	\$232	1.81%
Contributions	\$230	1.79%
Combined Net Income	\$191	1.49%
Other Unearned Income	\$154	1.20%
Child Support Payments Received from AP	\$147	1.14%
Medical Deductions	\$132	1.03%
Unemployment Compensation	\$101	0.79%
Student Status	\$74	0.58%
Arithmetic Computation	\$63	0.49%





Error Findings as Reported to Field Offices

January 2022 QC Reviews

Review Number	Error Cause	Reason for the Error	Over/Under	Error Amount	Cause	Error Description
10382	Wages and Salaries	Unreported source of income (do not use for change in employment status)	Over	\$374	Client	QC reviewed agency figures and determined HH failed to report income which began 2/2/21 and the agency failed to updated income per employer verification submitted. QC allowed \$ \$1532 converted EI plus \$1200 SE with a \$2732 combined gross income in correcting agency figures which is the final determination.
10325	Wages and Salaries	More income received from this source than budgeted	Over	\$75	Agency	Contact with employer verified client can work between 30-40 hrs. per wk. HH reported she has a contract showing \$214 monthly payment plus \$34.20 monthly tax, however due to the COVID, the program is currently waiving the \$214 amount fee and HH is only required to pay the monthly tax of \$34.20 since 6/20. HH did not want to report the mileage. RM: \$2196 EI, \$1350 shelter plus HCSUA with \$34.20 dependent care deduction. Comp II: QC reviewed agency figures and determined per 8.139.110.10 l-2 agency was correct to count 7/30/21 check as this is the most recent income and what they had available to them at that time, agency just entered the wrong amount on 7/9/21 check. Further employer verified 7/21/21 check was companies mess up as check was intended for 7/16/21. HH also failed to report that her dependent care had decreased; Daycare verified during COVID pandemic CYFD waived the copays for all participants and the participant was only responsible for \$34.20 the monthly taxes.
10387	Wages and Salaries	Unreported source of income (do not use for change in employment status)	Over	\$160	Client	During QC interview HH reported self and other hh mmember in the home, they are partners, do purchase and prepare meals together and do own the home together. Contact with LL verified they live together, are a couple and are both on the mortgage. Neighbor verified they live together as a couple. County assessor search shows property is in both their name. Online Account shows payor as both. HH provided all paystubs from 10/21 – 1/22. QC determined HH failed to report girlfriend in the HH as she is a mandatory member. RM determined \$4391 EI plus \$797 SSI. RM income exceeding gross standard, income for the prior 3 months was reviewed: 12/21 1st month \$4335.29 (\$3538.29 EI + \$797 SSI); 11/21 2nd month \$4325.86 (\$3528.86 EI + \$797 SSI); 10/21 3rd month \$2886.58 (\$2089.58 EI + \$797 SSI). HH's income exceeded the \$2396 standard in each of the 3 months therefore a reportable change occurred. QC determined 3rd month prior to RM 10/21 is what should have been reported for simplified reporting to determine \$2886.58 (\$2089.58 EI + \$797 SSI) combined gross income exceeds gross income standard of \$2396 for HHBG of 2. QC determined the HH qualified under BBCE at time of certification and is therefore subject to minimum allotment.
10377	Wages and Salaries	Unreported source of income (do not use for change in employment status)	Over	\$230	Client	RM: QC verified total gross of \$2281 exceeds gross income standard of \$1771 for HHBG of one to determine HH eligible for minimum allotment amount. Due to RM income exceeding gross income standard, income for the prior 3 months was reviewed to determine if a reportable change

						occurred. QC verified client was employed since 08/21. 1st month prior wages 12/2021 \$2352.52, 2nd month prior wages 11/2021 \$3426.05, 3rd month prior wages 10/2021 \$2565.16. HH exceeded the income standard in each of the 3 months prior to RM; therefore, a reportable change occurred and must be considered in the error determination. QC determined 3rd month prior to RM 10/2021 is what should have been reported for simplified reporting. QC allowed converted income of \$2565 based on wages received 10/05/2021 \$1173.94 and 10/30/2021 \$1391.22 Total EI of \$2565.16 exceeds FY 22 gross income standard of \$1771 for HHBG of one to determine HH received an over issuance. QC determined the HH qualified under BBCE at time of certification and is therefore subject to minimum allotment as 1 person HH
10342	Other Unearned Income	Unreported source of income (do not use for change in employment status)	Over	\$154	Client	QC verified Granddaughter resides with client and verified separate HH status. Contact with granddaughter verified she pays grandmother \$500 in cash monthly rent and utilities since she has resided with her for 10 years. Contact with landlord verified monthly space rent of \$375. QC determined HH failed to report \$500 monthly cash she receives. Verified \$500 she receives cash, then pays for rent and utilities with the cash she receives from Granddaughter. Both comparisons QC determined \$765 RSDI, \$96 SSI, \$500 other UEI with \$375 rent plus HCSUA
10358	Wages and Salaries	Unreported source of income (do not use for change in employment status)	Over	\$207	Client	During interview with client HH reported 2 new jobs; Employment reports client was hired on 11/17/21 and started on 11/20/21. Employer reports Omunique has only received one pay stub on 1/28/22 for \$540.50. RM based on \$2358 total EI. Reviewed agency figures to determine \$1786 EI due to rounding plus \$658 EI. Employer reports at hire date anticipated average of 3.5 days of the week for about 4 to 8 hours: an average of 4 hours/day. The hourly rate always is \$11.75/hr. (14 x 11.75 x 4). RM is final as it is the least quantitative error between both comparisons.
10373	Wages and Salaries	More income received from this source than budgeted	Over	\$523	Client	RM figures were determined based on all being U.S. Citizens with hh member eligible to participate in SNAP program as he is an LPR & meets the 5-year bar as of 7/21, thus all being BBCE & resources not being a factor of eligibility. \$4717 combined EI (\$1623 + \$3094) + \$0.01 Interest which exceeds FPG for HH of 4 of \$3644 for error citation as review month & corrected figures resulted in the same error amount.
10337	Wages and Salaries	More income received from this source than budgeted	Over	\$131	Client	RM: QC verified total gross of \$2281 exceeds gross income standard of \$1771 for HHBG of one to determine HH eligible for minimum allotment amount. Due to RM income exceeding gross income standard, income for the prior 3 months was reviewed to determine if a reportable change occurred. QC verified client was employed since 08/21. 1st month prior wages 12/2021 \$2352.52, 2nd month prior wages 11/2021 \$3426.05, 3rd month prior wages 10/2021 \$2565.16. HH exceeded the income standard in each of the 3 months prior to RM; therefore, a reportable change occurred and must be considered in the error determination. QC determined 3rd month prior to RM 10/2021 is what should have been reported for simplified reporting. QC allowed converted income of \$2565 based on wages received 10/05/2021 \$1173.94 and 10/30/2021 \$1391.22 Total EI of \$2565.16 exceeds FY 22

						gross income standard of \$1771 for HHBG of one to determine HH received an over issuance. QC determined the HH qualified under BBCE at time of certification and is therefore subject to minimum allotment as 1 person HH. Comp
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# FFY 2022 SNAP Payment Error Rates

## Regional and County Breakdowns

Percentages are on based total amount of benefits in error divided by the total of benefits issued in the QC sample.

		OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL AVG.
Region 1 Northwest Region	Cibola	0.00%	0.00%	0.00%	0.00%									0.00%
	McKinley	64.04%	10.61%	0.00%	0.00%									16.65%
	San Juan	32.08%	0.00%	7.17%	10.90%									11.90%
	Sierra	0.00%	0.00%	62.80%	0.00%									62.80%
	Socorro	9.63%	0.00%	0.00%	0.00%									4.26%
	N. Valencia	0.00%	17.87%	0.00%	0.00%									9.76%
	S. Valencia	0.00%	0.00%	0.00%	0.00%									0.00%
<b>Region 1 Totals</b>		<b>28.77%</b>	<b>6.35%</b>	<b>5.27%</b>	<b>5.08%</b>									<b>11.85%</b>
Region 2 Northeast Region	Colfax	0.00%	0.00%	0.00%	0.00%									0.00%
	Guadalupe	0.00%	0.00%	0.00%	0.00%									0.00%
	Quay	0.00%	0.00%	0.00%	0.00%									0.00%
	Rio Arriba	0.00%	0.00%	0.00%	0.00%									0.00%
	San Miguel	15.47%	16.12%	0.00%	0.00%									11.75%
	Sandoval	0.00%	56.40%	23.97%	12.11%									16.77%
	Santa Fe	0.00%	36.80%	0.00%	0.00%									6.08%
Taos	20.20%	56.57%	0.00%	0.00%									43.62%	
<b>Region 2 Totals</b>		<b>4.89%</b>	<b>37.61%</b>	<b>5.18%</b>	<b>6.20%</b>									<b>14.82%</b>
Region 3 Central Region	NE Bernalillo	0.00%	0.00%	44.09%	0.00%									4.68%
	NW Bernalillo	3.19%	0.00%	0.00%	0.00%									1.30%
	SE Bernalillo	0.00%	18.15%	0.00%	0.00%									7.87%
	SW Bernalillo	6.26%	8.61%	26.84%	30.73%									17.25%
	Torrance	0.00%	0.00%	0.00%	0.00%									0.00%
<b>Region 3 Totals</b>		<b>3.53%</b>	<b>6.70%</b>	<b>23.87%</b>	<b>9.76%</b>									<b>9.14%</b>
Region 4 Southeast Region	Chaves	0.00%	0.00%	0.00%	0.00%									0.00%
	Curry	0.00%	0.00%	34.75%	0.00%									17.45%
	Artesia	0.00%	90.70%	0.00%	0.00%									21.84%
	Carlsbad	0.00%	0.00%	58.32%	0.00%									52.79%
	Lea	0.00%	19.60%	25.57%	18.08%									20.85%
	Lincoln	0.00%	0.00%	0.00%	0.00%									0.00%
Roosevelt	0.00%	0.00%	0.00%	0.00%									0.00%	
<b>Region 4 Totals</b>		<b>0.00%</b>	<b>14.99%</b>	<b>31.33%</b>	<b>6.66%</b>									<b>15.14%</b>
Region 5 Southwest Region	E. Dona Ana	0.00%	0.00%	0.00%	0.00%									0.00%
	Grant	0.00%	0.00%	100.0%	0.00%									14.61%
	Luna	20.47%	0.00%	0.00%	0.00%									10.56%
	Otero	0.00%	0.00%	0.00%	0.00%									0.00%
	S. Dona Ana	6.40%	0.00%	48.85%	28.35%									35.94%
	W. Dona Ana	0.00%	0.00%	0.00%	0.00%									0.00%
<b>Region 5 Totals</b>		<b>4.23%</b>	<b>0.00%</b>	<b>33.95%</b>	<b>3.52%</b>									<b>12.50%</b>
<b>State Totals</b>		<b>9.67%</b>	<b>13.56%</b>	<b>19.98%</b>	<b>6.94%</b>									<b>12.35%</b>

Source: NM QC state reported errors from the FNS Quality Control System (FNSQCS).

## SNAP Payment Error Rates Mitigation Strategies

*Identified reasons for cases found in error during the month of January:*

- Reported Information disregarded or not applied
- Client failed to report required information
- Agency failed to follow up on inconsistent or incomplete information

Description of activity developed to resolve deficiencies:

The High Efficiency and Accuracy Team (HEAT) consists of a County Director and Line Manager from each ISD Region and the Field Support Bureau, representatives from the ASPEN Help Desk, Policy & Program Development Bureau, Quality Assessment Bureau, and the Training Support Bureau. Monthly meetings are held with regional representatives to evaluate and discuss the monthly Quality Control Payment and CAPER errors. Staff identify the reason for the error and steps to prevent recurring errors and submit inquiries for policy and procedure clarifications.

Presentations are developed targeting areas identified and are discussed at monthly staff meetings at the local field offices.

# FFY2022 Case and Procedural Error Rate (CAPER)

## State Cumulative Negative Error Rate

### Invalid Closure Breakdown

Out of the 78 invalid denials/closures identified, 45 were identified as incorrect closures, and 33 were identified as incorrect denials.

### Negative Error Amount

78 cases out of 280 were found to have been denied or closed incorrectly. These cases were found to have errors with denial/closure reasons, timeliness, and/or notices.

**27.86%**  
CAPER  
Error Rate

### Incorrect Notices

36% of the incorrect negative actions reported were due to unclear or incorrect notices issued.

### Incorrect Denials

64% of the incorrect negative actions reported were due to incorrect denial/closure reasons and/or untimely denials/closures.

### Cumulative Totals - October 2021- January 2022

Total Cases in Sample Pulled for Review	300
Cases Dropped (Sampled not Reviewed by QC)	20
Total Cases Reviewed	280
Total Valid Cases	202
Total Invalid Cases	78

## FFY 2022 Top Error Trends in CAPER Reviews

Cumulative Totals from CAPER Reviews: October 2021- January 2022

Reason for the Error	When the Errors Occurred		Total Errors	Percent of Cases with Error
	Denials	Terminations		
<b>Notices</b>				
Notice not clearly understandable	4	9	13	18.06%
Failed to send notice of action	0	6	6	8.33%
Notice was not complete	2	1	3	4.17%
Notice was sent to wrong address	2	1	3	4.17%
Notice Reason does not match reason for action	2	0	2	2.78%
Policy Incorrectly applied - no other codes applicable	1	0	1	1.39%
<b>Total</b>	<b>11</b>	<b>17</b>	<b>28</b>	<b>38.89%</b>
<b>Wages and Salaries</b>				
Agency failed to follow up on inconsistent or incomplete information	3	4	7	9.72%
Policy incorrectly applied – no other codes applicable	0	3	3	4.17%
Improper income calculation	2	1	3	4.17%
Income from known/processed source included that should not have been	1	0	1	1.39%
Failed to consider or incorrectly considered reported information	1	0	1	1.39%
<b>Total</b>	<b>7</b>	<b>8</b>	<b>15</b>	<b>20.83%</b>
<b>Verification</b>				
Policy incorrectly applied – no other codes applicable	0	2	2	2.78%
Verification was in case file	1	1	2	2.78%
Agency failed to follow up on inconsistent or incomplete information	0	1	1	1.39%
Improper Denial/Termination – failure to provide – verification was received or is in case file	0	1	1	1.39%
Improper denial prior to end of timeframe for providing verification	1	0	1	1.39%
No application or case record information to support denial/termination/suspension	1	0	1	1.39%
<b>Total</b>	<b>3</b>	<b>5</b>	<b>8</b>	<b>11.11%</b>
<b>Arithmetic Computation</b>				
Benefit/allotment/eligibility incorrectly computed	1	4	5	6.94%
<b>Total</b>	<b>1</b>	<b>4</b>	<b>5</b>	<b>6.94%</b>
<b>Application</b>				
Late denial agency failed to process the application	3	1	4	5.56%
Policy incorrectly applied – no other codes applicable	1	0	1	1.39%
<b>Total</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>6.94%</b>
<b>Self-Employment</b>				
Policy incorrectly applied – no other codes applicable	1	1	2	2.78%
Agency failed to follow up on inconsistent or incomplete information	0	1	1	1.39%

Total	1	2	3	4.17%
<b>Other</b>				
Data entry and/or coding error (includes selection of incorrect codes)	0	1	1	1.39%
Other	0	1	1	1.39%
Total	0	2	2	2.78%
<b>Action Type</b>				
Policy incorrectly applied – no other codes applicable	0	2	2	2.78%
Total	0	2	2	2.78%
<b>Other Unearned Income</b>				
Agency failed to follow up on inconsistent or incomplete information	1	0	1	1.39%
Policy incorrectly applied – no other codes applicable	1	0	1	1.39%
Total	2	0	2	2.78%

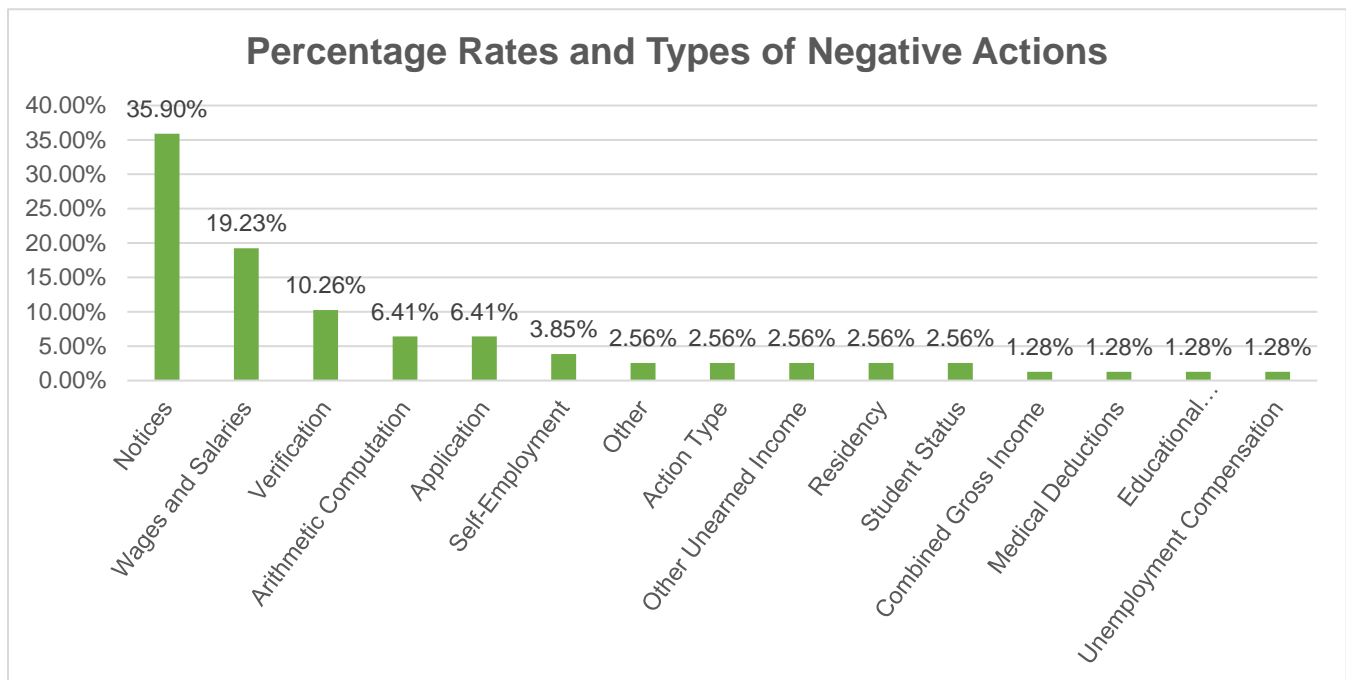
<b>Residency</b>				
Policy Incorrectly applied – no other codes applicable	0	1	1	1.39%
Other	1	0	1	1.39%
Total	1	1	2	2.78%



## FFY 2022 CAPER Errors – Cumulative Totals

Percentage Rates and Types of Negative Actions: October 2021- January 2022

Error	Denials		Closures		Total Invalid	Percentage Total
Notices	11	14.10%	17	21.79%	28	35.90%
Wages and Salaries	7	8.97%	8	10.26%	15	19.23%
Verification	3	3.85%	5	6.41%	8	10.26%
Arithmetic Computation	1	1.28%	4	5.13%	5	6.41%
Application	4	5.13%	1	1.28%	5	6.41%
Self-Employment	1	1.28%	2	2.56%	3	3.85%
Other	0	0.00%	2	2.56%	2	2.56%
Action Type	0	0.00%	2	2.56%	2	2.56%
Other Unearned Income	2	2.56%	0	0.00%	2	2.56%
Residency	1	1.28%	1	1.28%	2	2.56%
Student Status	1	1.28%	1	1.28%	2	2.56%
Combined Gross Income	0	0.00%	1	1.28%	1	1.28%
Medical Deductions	1	1.28%	0	0.00%	1	1.28%
Educational Grants/Scholarships/Loans	1	1.28%	0	0.00%	1	1.28%
Unemployment Compensation	0	0.00%	1	1.28%	1	1.28%



# CAPER Error Findings as Reported to the Field Offices

January 2022 QC Reviews

Review Number	Error Reason	Detailed Error Description
227	Notice	Interim report and the warning notice were mailed to the wrong address. Application dated 8/5/21 reports a household address. Household contacted agency on 8/13/21 and reported the same address. Notice of case action was incorrect as the address listed on the NOCA is incorrect.
232	Policy & Notice	Net amount of pension and outdated income verification for negative action. Review of ECF shows the agency used a bank statement / deposit slip that had been provided on 8/19/21 to verify the pension income. The bank statement / deposit slip cannot verify the gross income of the pension. The agency's use of incorrect income resulted inaccurate information being reported on the calculation table on the notice.
233	Policy & Notice	QC has determined that the agency's action to deny the application was not correct as the income requested for checks dated 12/31/21 and 1/14/22 could not have been provided by the HUMAD due date of 12/30/21 and the 1/14/22 check verification could not have been provided by the 30-day processing limit date of 1/12/22, as client would not have received checks by the due date.
237	Notice	Review of ECF found no evidence that the household provided the interim report. QC determined that the action to close the case was correct as the interim report was not returned to the agency, however the negative is invalid as the required notice of case action was not sent to the household.
238	Notice	Review of ECF found no evidence that the household provided the interim report. QC determined that the action to close the SNAP case was correct as the interim report was not returned to the agency, however the negative is invalid as the required notice of case action was not sent to the household.
239	Policy & Notice	QC determined that the action to close the SNAP benefit and the notice are incorrect. Agency had valid application that could be used as the SNAP IR. Agency did not enter the data into the eligibility system to receive the SNAP IR packet. The HUMAD sent to the home did not request verifications for SNAP. The required information was provided by the HH but SNAP was not renewed. The closure of the SNAP benefit was improper, and the notice of case action was not clearly understandable.
244	Notice	Review of ECF found no evidence that the household provided the interim report. QC determined that the action to close the SNAP case was correct as the interim report was not returned to the agency, however the action is invalid as the required notice of case action was not sent to the household. 1/31/22 notice sent to client relating to Medicaid. SNAP notice reasons shows action taken by agency on 1/31/22 for failure for not returning ISD 120 (IR form).
245	Notice	Review of ECF found no evidence that the household provided the interim report. QC determined that the action to close the SNAP case was correct as the interim report was not returned to the agency, however the action is invalid as the required notice of case action was not sent to the household. SNAP notice reasons shows agency took action on 1/31/22 to terminate benefits for not returning ISD-120 (IR form). Negative invalid for no notice sent to client.
247	Notice	Review of ECF found no evidence that the household provided the interim report. QC determined that the action to close the SNAP case was correct as the interim report was not returned to the agency, however the action is invalid as the required notice of case action was not sent to the household. SNAP notice reasons shows action to terminate SNAP benefits was taken on 1/31/22 with notice reasons for not returning ISD-120 (IR form). Invalid due to no notice sent to client.
251	Policy & Notice	QC review of income for HH of 1 is as follows: Client has no steady income and other HH member receives \$1859 RSDI, verified with SOLQ. The gross income limit is \$2396; however, HH is exempt from meeting gross income limit due to receipt of RSDI. HH reports shelter \$700 + \$135 LUA (0 excess shelter deduction) gross income=\$1859. Total countable income = \$1859 - \$177 standard deduction - 0 excess shelter deduction \$1682 Net Income. Net Income limit for HH size of 2=\$1452. QC determined HH qualified under BBCE at time of action and prior for 1 person HH and is therefore subject to minimum allotment of \$20.00 as a 2 person HH. NMAC policy 8.139.420.8 states All members of a food stamp household must maintain CE status for the household to be considered CE. Categorically eligible one and two person households are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10. QC determined notice and action incorrect as HH qualified under BBCE for minimum allotment.
252	Policy & Notice	NOCA 1/10/22 state Your benefits are closed as of February 2022. February 2022 the HH is denied. Your total income before program deductions is over the program limit for your HH size. Calculation table shows \$4176 is the gross income limit and HH had \$3020. ASPEN employment pay details show checks entered 9/10/21 \$2088 as other acceptable and 9/24/21 \$2088 as other acceptable.

		QC review of income finds no check stubs for client with new employer. QC determined agency entered wages from DWS inquiry for action 01/10/22 with is invalid. SNAP termination is incorrect due to no verification of income in ECF to reflect the \$4176 gross income.
253	Notice	QC determined action is correct; however, ASPEN and notice documents \$0 due to proration less than \$10, for application month. However, no documentation was shown on notice informing HH why receiving \$0 benefit amount for month of application January 2022. QC determined notice is incomplete to determine this review is invalid.
259	Notice	QC determines notice does not address eligibility or benefit determination and fails to clearly indicate why the HH is receiving a \$0.00 benefit amount for month of application, December 2021. QC notes it was found during review HH was also over the net income standard of \$1074 for 1 HHM for application month. QC finds HH was allowed incorrectly the homeless standard shelter deduction of \$159.73. QC determines HH was not eligible for this deduction as agency documented at interview HH was not homeless. QC calculates excess shelter deduction of \$0 (\$400 shelter+\$59 TSUA=\$459 shelter amount- 575.27 fifty percent AGI= \$0). QC calculates \$1659.43 EI - \$331.89 EID - \$177 STD - \$0 excess shelter= \$1,150.54 net income.
260	Policy & Notice	QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$20.00 as a 1 person HH. NMAC policy 8.139.420.8 states All members of a food stamp household must maintain CE status for the household to be considered CE. Categorically eligible one and two person households are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10.QC determined notice and action incorrect as HH qualified under BBCE for minimum allotment.
261	Notice	QC determined SNAP was correctly closed for failure to provide requested verification. However, the calculation table on the notice displays gross EI of \$4,425 failing the income standard of \$4,268 which conflicts with the statement of a denial for failure to provide income verification. QC finds agency did not have complete wages to anticipate income and finds the amount listed on the calculation table derived from the total of the two checks stubs provided, resulting in an inaccurate notice. QC review of ASPEN correspondence and ECF found no evidence showing HH provided all requested verification of wages. QC reviewed historical entries on employment and found agency had correctly anticipated client to be earning \$1,800 weekly at time of reported change. The requested proof of income was mandatory as HH had reported changes to income that exceeded the 135% FPG for 5 HHM.
263	Notice	QC determines action taken by agency and listed reason for closure was correct. However, QC found conflicting information listed on the notice and notice to be not accurate. QC determined the effective month of closure listed on notice of March 2022 is incorrect. Review of ASPEN shows closure action on 1/26/22 was effective for the month of February 2022.
264	Notice	QC determines action taken by agency and listed reason for closure was correct. QC review of ASPEN correspondence and ECF found no evidence showing HH provided requested verification. However, QC found conflicting information listed on the notice and notice to be not accurate. QC determined the effective month of closure listed on notice of February 2022 is incorrect. Review of ASPEN shows closure action on 1/8/22 was effective for the month of January 2022.
266	Policy & Notice	QC reviewed ECF and History Correspondence which shows AFB dated 1/5/22 was received on 1/5/22 and a receipt of proof was issued to HH verifying application was received by agency. QC finds although the actual Interim Report form was not submitted by the HH, the application submitted 1/5/22 should have been used to process the IR. QC finds agency did not complete the IR with the AFB submitted resulting in an invalid closure and inaccurate notice. QC notes that at time of this review, agency case comments dated 2/25/22 document the error and used the 1/5/22 application to reinstate and process the 1/22 SNAP IR.
270	Policy & Notice	QC determined reasons listed for denial and calculation table on the notice are accurate. However, re-registering and processing of application on 1/5/22 using an application date of 11/30/21 resulted in processing action occurring beyond the 30-day timeframe. QC also notes in review of ASPEN wage information for the application month of 11/30/21, it was found agency used the incorrect gross income of \$3687.33. The correct amount was determined as \$3254.50; however, this does not affect the denial reason for exceeding the gross standard in the application month. In addition, QC was able to validate through DOL query that clients final check was received 12/3/21 in the amount of \$1575.50.
271	Notice	QC determines SNAP was correctly denied on failure to provide requested verification; however the required notice was not sent notifying household of agency determination and closure of benefits.
277	Policy & Notice	QC determines this review as invalid as agency did not allow mileage expense deduction on self-employment earnings thus resulting in an incorrect notice and application of policy. Review of ECF and historical correspondence finds HH did not provide verification of business expenses, however, did report the number of miles driven per day on each PWR therefore mileage expense should have been calculated and allowed. QC reviewed self-employment income and calculated total HH gross income from 10/21 to 12/21 totaled to \$9,530. HH reported on PWR's 10/21-441 miles, 11/21- 357 miles, and 12/21- 399 miles, totaling to 1,197 miles. The 1,197 miles x .585 federal mileage rate = 700.25 total mileage deduction. The \$9,530 gross SE earnings – 700.25 mileage expense = \$8,829.75, resulting in an average of \$2,943.25 a month after expenses. QC finds that although agency denied SNAP correctly on

		exceeding gross income limits, calculation table on notice of case action should have reflected earnings of \$2,943.25.
279	Notice	Review of expenses finds that HH listed on application the home would be paying \$285 for housing with no further details regarding shelter expenses. Interview documentation reflects shelter expenses of, "space rent of \$285, \$142.50 + HCSUA." CC do not clarify what the amount of \$142.50 is for nor do they specify if space rent costs are split. Agency only allowed \$142.50. QC determines based on unclear case comments regarding amount utilized for rent expense and application, SNAP should have been processed allowing a space rent of \$285. QC determines this review as invalid as the language in Spanish in notice is confusing regarding the benefits for January 2022. The notice reads, "Your benefits in January 2022 of September would not be issued due to group being eligible for an allotment less than \$10 as per 8.139.610.12 NMAC." Although the determination was correct, the notice reason includes language indicating the month of September in processing the application month of January within the reasoning of not receiving benefits due to being eligible for an amount under \$10.
281	Notice	QC determines action taken by agency, and listed reason for closure was correct. However, QC found conflicting information listed on notice and notice not to be accurate. QC determined the effective month of closure listed on notice of March 2022 is incorrect. Review of ASPEN shows closure action on 1/24/22 was effective for the month of February 2022.
291	Policy & Notice	QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$20.00 as a 1 person HH. NMAC policy 8.139.420.8 states All members of a food stamp household must maintain CE status for the household to be considered CE. Categorically eligible one and two person households are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10. QC determined notice and action incorrect as HH qualified under BBCE for minimum allotment.
292	Policy & Notice	QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$20.00 as a 1 person HH. NMAC policy 8.139.420.8 states All members of a food stamp household must maintain CE status for the household to be considered CE. Categorically eligible one and two person households are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10. QC determined notice and action incorrect as HH qualified under BBCE for minimum allotment.
296	Policy & Notice	QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$20.00 as a 2 person HH. NMAC policy 8.139.420.8 states All members of a food stamp household must maintain CE status for the household to be considered CE. Categorically eligible one and two person households are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10. QC determined notice and action incorrect as HH qualified under BBCE for minimum allotment.
298	Notice	QC determined action to close case for moving out of state correct. QC determined notice stating Your SNAP benefits are closed as of March 2022 not accurate as HH SNAP benefits closed as of 02/01/2022. Notice not clearly understandable.

# FFY 2022 CAPER Error Rates

## Regional and County Breakdowns

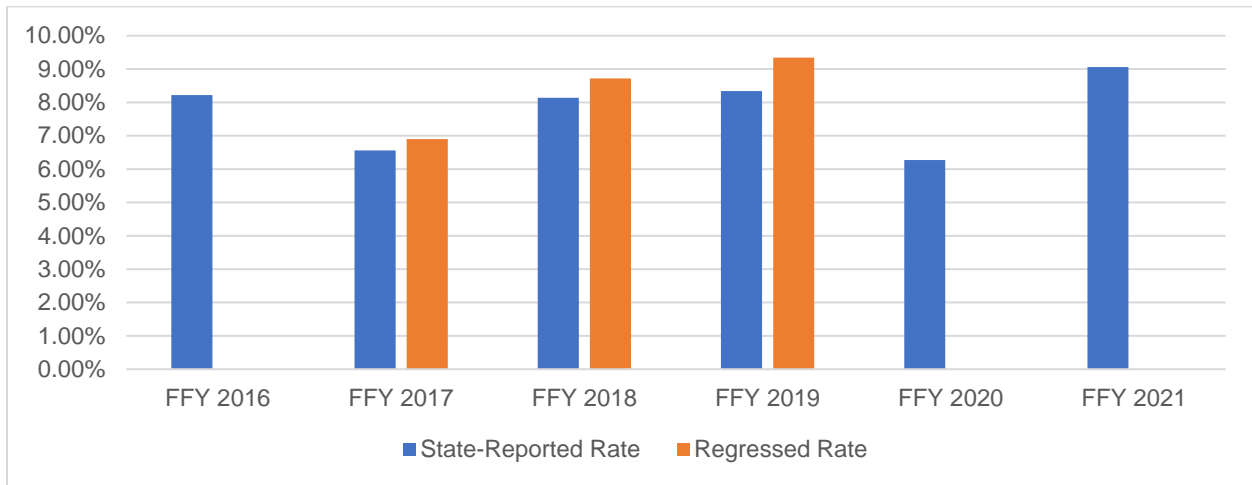
		OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL AVG.
Region 1 Northwest Region	Cibola	50.00%	0.00%	0.00%	0.00%									25.00%
	McKinley	0.00%	0.00%	75.00%	0.00%									42.86%
	San Juan	50.00%	0.00%	50.00%	60.00%									42.86%
	Sierra	0.00%	0.00%	33.33%	0.00%									20.00%
	Socorro	0.00%	0.00%	0.00%	0.00%									0.00%
	N. Valencia	0.00%	50.00%	0.00%	20.00%									27.27%
	S. Valencia	0.00%	0.00%	0.00%	0.00%									0.00%
	<b>Region 1 Totals</b>	<b>40.00%</b>	<b>16.67%</b>	<b>46.15%</b>	<b>30.77%</b>									
Region 2 Northeast Region	Colfax	0.00%	0.00%	0.00%	0.00%									0.00%
	Guadalupe	0.00%	0.00%	0.00%	0.00%									0.00%
	Quay	0.00%	0.00%	0.00%	0.00%									0.00%
	Rio Arriba	0.00%	50.00%	0.00%	0.00%									33.33%
	San Miguel	100.0%	100.0%	0.00%	0.00%									50.00%
	Sandoval	16.67%	0.00%	0.00%	100.00%									22.22%
	Santa Fe	100.0%	0.00%	50.00%	50.00%									37.50%
	Taos	0.00%	33.33%	0.00%	0.00%									16.67%
<b>Region 2 Totals</b>	<b>30.00%</b>	<b>33.33%</b>	<b>11.11%</b>	<b>40.00%</b>										<b>28.21%</b>
Region 3 Central Region	NE Bernalillo	0.00%	12.50%	25.00%	50.00%									25.00%
	NW Bernalillo	14.29%	16.67%	20.00%	0.00%									14.81%
	SE Bernalillo	0.00%	0.00%	0.00%	50.00%									25.00%
	SW Bernalillo	25.00%	15.38%	16.67%	66.67%									27.03%
	Torrance	0.00%	0.00%	0.00%	0.00%									0.00%
	<b>Region 3 Totals</b>	<b>13.79%</b>	<b>14.81%</b>	<b>20.00%</b>	<b>45.83%</b>									
Region 4 Southeast Region	Chaves	0.00%	0.00%	0.00%	66.67%									25.00%
	Curry	75.00%	0.00%	0.00%	0.00%									37.50%
	Artesia	0.00%	0.00%	0.00%	0.00%									0.00%
	Carlsbad	100.0%	0.00%	100.0%	0.00%									40.00%
	Lea	50.00%	0.00%	60.00%	33.33%									38.46%
	Lincoln	0.00%	0.00%	0.00%	0.00%									0.00%
	Roosevelt	0.00%	0.00%	0.00%	0.00%									0.00%
<b>Region 4 Totals</b>	<b>50.00%</b>	<b>0.00%</b>	<b>40.00%</b>	<b>27.27%</b>										<b>30.00%</b>
Region 5 Southwest Region	E. Dona Ana	20.00%	0.00%	50.00%	50.00%									27.27%
	Grant	100.0%	0.00%	0.00%	100.00%									66.67%
	Luna	33.33%	50.00%	0.00%	50.00%									37.50%
	Otero	100.0%	0.00%	50.00%	0.00%									66.67%
	S. Dona Ana	0.00%	33.33%	0.00%	66.67%									33.33%
	W. Dona Ana	0.00%	0.00%	0.00%	25.00%									8.33%
<b>Region 5 Totals</b>	<b>28.57%</b>	<b>25.00%</b>	<b>16.67%</b>	<b>50.00%</b>										<b>30.43%</b>
<b>State Totals</b>	<b>27.40%</b>	<b>18.31%</b>	<b>26.09%</b>	<b>40.30%</b>										<b>27.86%</b>

# FFY 2022 Regression Rates

Regression rates are calculated by FNS and depend on such variables as FNS reviews of QC-reviewed cases and the State’s caseload size. The following charts give the State-reported error rates and the regression rates for Payment Accuracy and CAPER. **Please note that regression rates were not issued for FFY 2016 and FFY 2020. A CAPER regression rate for FFY 2019 and FFY 2020 was not issued. FFY 2021 has not been issued at the time of this report.**

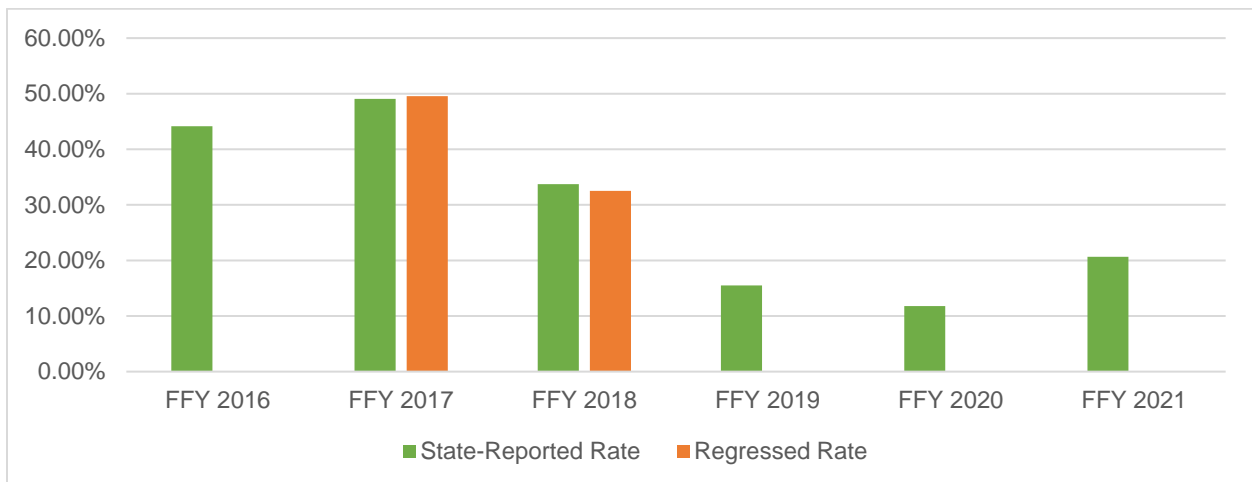
## Payment Error Rate

*Current Fiscal Year and Previous Fiscal Years*



## CAPER Error Rate

*Current Fiscal Year and Previous Fiscal Years*



# FFY 2022 SNAP Timeliness

Included in the SNAP Performance Report is the following QC Recertification Timeliness. SNAP Application Timeliness for FFY 2022 and previous fiscal years is tracked through the Monthly Statistical Reports (MSRs) found at: <http://www.hsd.state.nm.us/monthly-statistical-reports.aspx>

The MSR lists the following timeliness areas:

- Application Processing Timeliness
- Expedite Application Processing Timeliness
- Non-Expedite Application Processing Timeliness

## QC Recertification Timeliness

		OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
Region 1 Northwest	Cibola	100.0%											
	McKinley	100.0%											
	San Juan	100.0%											
	Sierra												
	Socorro	100.0%											
	N. Valencia	100.0%		100.0%									
	S. Valencia	100.0%											
<b>Region 1 Totals</b>		100.0%		100.0%									
Region 2 Northeast	Colfax												
	Guadalupe												
	Quay			100.0%									
	Rio Arriba	100.0%											
	San Miguel	100.0%											
	Sandoval	100.0%			100.0%								
	Santa Fe	100.0%		100.0%	100.0%								
Taos	100.0%			100.0%									
<b>Region 2 Totals</b>		100.0%		100.0%	100.0%								
Region 3 Central	NE Bernalillo	100.0%			100.0%								
	NW Bernalillo	100.0%											
	SE Bernalillo	100.0%											
	SW Bernalillo	100.0%	100.0%		100.0%								
	Torrance												
<b>Region 3 Totals</b>		100.0%	100.0%		100.0%								
N Region 4 Southeast	Chaves	100.0%	100.0%										
	Curry	100.0%		0.00%	100.0%								
	Artesia												
	Carlsbad	100.0%											
	Lea			100.0%									
	Lincoln	100.0%											
Roosevelt													
<b>Region 4 Totals</b>		100.0%	100.0%	50.00%	100.0%								
Region 5 Southwest	E. Dona Ana	100.0%											
	Grant	100.0%											
	Luna	100.0%											
	Otero	100.0%	100.0%										
	S. Dona Ana	100.0%		100.0%	100.00%								
W. Dona Ana	100.0%												
<b>Region 5 Totals</b>		100.0%	100.0%	100.0%	100.00%								
<b>Statewide Totals</b>		100.0%	100.0%	85.71%	100.00%								